Known Issue: Access Denied Errors When Taking a Test

When taking a standard Blackboard test or a Blackboard test via Respondus Lockdown Browser, students may encounter an "Access Denied" error message that kicks them out of the test. The "Access Denied: Either you are not logged in or you do not have the appropriate privileges to perform this action" error is known to occur in the following scenarios.

When the test is presented "one at a time", these student actions prompt the error:

- Student clicks the "Save Answer" button and then clicks the forward, backward, first question, or last question button while the "Saving Answer" message is still displayed on screen (before the request to save has been completely processed).

- Student double-clicks the forward, backward, first question, or last question button.

- Student clicks the forward, backward, first question, or last question button once, then clicks another one of these buttons before the first request is processed.

When the test is presented "all at once", these student actions prompt the error:

- Clicking the "Submit" button once, then clicking the "Submit" button again before the first request is processed.

Solutions

Students should be advised against double-clicking or clicking multiple buttons in succession when taking Blackboard tests. Caution students against clicking anywhere in the test while the page visually indicates that it is saving an answer or while a similar process is in progress. If they click a "Save", "Submit", or a question navigation button, they should wait for the page to process that request before clicking one of these buttons again.

To prevent failed attempts that the instructor must clear, and so students can resume the test after receiving an error, we recommend doing one of the following when deploying a test:

- **Do not use the "Force Complete" test option** - If a student is taking a test with "Force Complete" enabled, when they are kicked out of the test, they will not be able to return to the test and resume where they left off.   With "Force Complete" turned off, if a student is suddenly kicked out of a test by an "Access Denied" message, he or she will be able to return to the test to finish their work.

- **Use the "Multiple Attempt" test option** - If a student experiences an "Access Denied" error when submitting a test, the student may experience a failed attempt. By allowing multiple attempts, the student will get another chance to successfully access and submit their test.